**The Salvation Army**

**Women’s Counselling Centre**

**Program Plan**

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 **Director Of Counselling Services**

**Date Created: August 2010**

**Date of Revision: April 2018**

**Date of Review: April 2018Women’s Counselling Centre**

**Program Plan**

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# Mission Statements

## The Salvation Army Canada and Bermuda Territory

The Salvation Army is an international Christian church. Its message is based on the Bible; its ministry is motivated by love for God and the needs of humanity.

The Salvation Army exists to share the love of Jesus Christ, meet human needs and be a transforming influence in the communities of our world.

## Women’s Counselling Centre

The Women’s Counselling Centre is a client centered therapeutic environment providing holistic counselling from a feminist perspective. Our clients are women in Peel Region who have experienced any form of abuse. We provide counselling, psycho-educational groups, legal support and client advocacy.

# Vision Statement

Within the next 5 years, the Women’s Counselling Centre will be a strong resource in the community for women who have experienced abuse. We will do this by providing preventative education, counselling, support, advocacy and resources related to violence against women.

# Values Statements

**Safety and Security:** We believe that all people have the right to be safe.

**Respect and Dignity:** We believe that all people have value and we will treat them with respect and dignity.

**Compassion:** We believe that a basic need of all people is compassion. We will provide a caring environment where women can heal, learn and grow.

**Client Centred Approach:** We believe that people are their own experts. Our services recognize the woman’s strengths and choices. We will empower women to work towards their goals.

**Anti-Racist / Anti Oppression:** We believe in equality for all people. We will empower women to live free of racism and oppression.

**Holistic Care:** We believe that people are comprised of body, mind and spirit. We strive to deliver care that gives attention to each of these areas.

**Spiritual Care:** We believe that it is important for people to nurture their spirituality. We encourage women to be actively involved in the spiritual and religious practices of their choice.

**Excellence:** We believe that it is important for us to strive for excellence. We will do this by establishing measurable goals and objectives and by evaluating results.

**Integrity:** We believe that it is essential to be honest and trustworthy. As a professional team we work together in accountability incorporating these values.

**Ethics:** We believe that it is important for us to work within established ethical practices in everything that we do.

**Relevance:** We believe that our programs are to be relevant to the needs in our community.

**Co-Operation:** We believe that it is important for us to work in cooperation and partnership with other community agencies.

# Program Goals and Outcomes

The Director of Counselling Services is responsible to ensure that our program goals and outcomes are met each year.

* We will provide counselling to at least 150 clients each year.
* We will provide Transitional Support for at least 110 clients each year.
* Within the first three client sessions / meetings we will complete a safety plan with all clients.
* Within the first three client meetings we will complete a transition plan with all transition support clients.
* During the first three client sessions / meetings we will assess with client, the need for family or criminal court legal support. When necessary and requested, we will provide ongoing legal support until the completion of the court proceedings.
* During the first three client sessions / meetings we will complete a spiritual assessment with each client. Clients requesting spiritual care will either be referred to the chaplain or will receive spiritual care during their counselling / transition support appointments.
* During the intake process and / or the provision of services, we will assess the need for referral to other agencies / professionals. Where applicable we will make the appropriate referrals for our clients.

# Results Of Survey For The Community Including Assets And Needs

Peel Region has seen a steady increase in its population over the last 5 years. The total population is more than 1.3 million people. Once the 2016 Census statistics are published a more accurate population number will be available.

The Peel Regional Police crime statistics show both increases and decreases in the number of violent crimes in 2014 from the previous year. These statistics show an increase in attempted murder, sexual assault and other crimes against persons which is an inclusive term for encompassing criminal harassment and similar crimes. The number of physical assaults has decreased slightly from the previous year.

Most counselling agencies that provide free or low cost counselling have lengthy waiting lists. It is not uncommon for a woman to wait two or more months for counselling. This wait is much too long for a woman in crisis.

# Description Of Target Population

Our population are women 16 years of age and older, living in Peel Region, who have experienced any kind of abuse past or present and who are seeking help in healing from abuse.

# Organization Chart



# Admission Criteria

In order to be admitted to our programs the client must satisfy the following criteria:

* Female, 16 years of age or older
* Living in Peel Region
* Has experienced any kind of abuse, past or present
* Desires help in healing from the effects of abuse
* Does not have any severe uncontrolled mental illnesses (eg. schizophrenia)
* Is willing to commit to following through with program requirements
* Is able to participate in counselling sessions conducted in English or willing to

provide or make use of a translator

* Available schedule in which to facilitate appointments.
* Not receiving ongoing abuse related counselling elsewhere

# Admission Procedure

We use a two step admission process:

1. A brief telephone intake / assessment is completed. This tool is used to screen clients for suitability for our program. It is also used as an opportunity to triage situations where we can provide safety planning information over the telephone to assist a woman in crisis. Clients can also be provided with additional phone numbers for other support systems during this call. If we have a waiting list, the client is placed on the list and when a counsellor has a space available for a new client, she will be contacted by the counsellor. If there is no waiting list, the client proceeds immediately to step two.
2. The client then meets with her counsellor for a face to face more detailed intake and assessment. During that session, the services of centre are explained to the client. Our contract for service is explained to the client and she is required to sign the contract. More information regarding abuse is given to the client as needed. Following this intake session, the counsellor makes arrangements for regular meetings with the client as needed.

If a client refuses to sign our contract for services, we will attempt to answer the questions and resolve the issues that the person has with the contract. If it is impossible for the issue to be resolved, service may be refused to the client. In these instances a referral elsewhere will be offered.

# Waiting List

As we are a small counselling centre with minimal staff, there are times where we are unable to meet the demand of potential clients requesting assistance. At these times a waiting list is developed. Potential clients will be told as closely as possible approximately how long the wait will be. That way they can decide whether to remain on our waiting list or seek assistance elsewhere. We will provide alternate telephone numbers for people who wish to explore other opportunities for service whether or not they remain on our waiting list. Clients who are on our waiting list for counselling may access the services of our Transitional Support Worker independent of the counselling waiting list.

Generally clients on the waiting list will be seen on a first come first served basis based on their telephone intake date. In some instances where a client is waiting for a specific counsellor, a longer wait may be required and we will sometimes take new clients who applied later as space is available.

# Assessment Tools And Process

In step one of the intake process, we use a standard telephone intake process where basic demographic and history information is entered in our database. This includes a brief description of the situation of the potential client and gives us an opportunity to do initial screening for suitability. It also gives us an opportunity to do basic safety planning with the client.

The intake package used in the face to face intake interview includes the following:

* Client Information Sheet (Intake Form)
* Contract For Service
* Consent to Collect Information (Privacy Document)
* Mission Statements
* Values Statements
* Client Rights Statements
* Violence Wheel (as applicable)
* Non Violence Wheel (as applicable)
* Cycle Of Violence (as applicable)
* Safety Planning Document
* Client Goal Sheet(s)

Each new client is taken through each of the above tools either during the intake sessions or as appropriate in her counselling process. If it is safe for her to take information home with her, she can be given a copy of the violence and non-violence wheels as well as the cycle of violence and the safety plan document.

The counsellor will walk the woman through the parts of the safety planning document that are applicable to her situation.

There are a variety of screening tools that are not used with all clients but may be used when necessary. These include:

Myers Briggs Type Inventory

Taylor Johnson Inventory

Beck Depression Inventory

Dissociative Experiences Scale (DES)

A variety of other psychological inventories as required.

# Client Rights

You have the right to be safe.

You have the right to be treated with respect, dignity and compassion.

You have the right to support.

You have the right to learn, heal and grow.

You have the right to informed consent.

You have the right to refuse service and participation.

You have the right to ask questions about our services.

You have the right to confidentiality.

You have the right to as much privacy as we can reasonably provide.

You have the right to expect that your complaints will be taken seriously and dealt with promptly.

You have the right to excellent care.

# Brief Program Description

* At theWomen’s Counselling Centre, we offer individual counselling and transition support to women living in Peel Region and who have experienced abuse. All of our services are offered using a holistic model. All of our services are offered within an anti-oppression / anti-racism framework.

# Program Components

## Counselling

In order to minimize wait times for clients requesting counselling, the Women’s Counselling Centre offers counselling in blocks of up to 25 sessions.

Counselling is provided using a variety of therapeutic modalities. The specific modalities used are tailored to each individual client. Counselling is provided from a holistic and feminist perspective. Counselling can be faith based if the client requests that.

Each client is asked to identify counselling goals at the beginning of working with a counsellor. Periodically these goals are reviewed / revised. Depending on the nature of the goals set, it is expected that clients will make progress towards the completion of their goals while in our counselling program. If goals are of a short term nature, the goals may be completed during the counselling process at our agency.

## Psycho-Educational Workshops

A variety of workshops are offered during each year. These include but are not limited to:

Boundaries

Free Yourself

Safe People

Self Esteem

Anger Management

Healthy Relationships

Mapping Your Journey

These workshops are generally offered in both afternoon and evening time slots each week. At the end of each workshop, clients are asked to complete an evaluation / feedback form. The Workshop Facilitator, in consultation with the Director makes appropriate changes / improvements to the workshop for the next time it is presented.

Each workshop is stand alone. The workshops are closed sessions so clients are required to commit to attending the entire program. After the first week, no new clients can join that workshop.

The workshop intake is done through a telephone screening process completed by the facilitator. If the facilitator is uncertain whether a participant is suitable for a workshop, she may also request a face to face intake with a client.

Workshop clients agree to maintain confidentiality and abide by the guidelines of the workshop. Failure to do so may result in the client being asked to stop attending the workshop.

Clients may participate in workshops without participating in our counselling program or other services.

## Legal Support

As we are not lawyers, we cannot give legal advice. However, we do give information to women about the legal processes available to her. We will accompany clients to court and the Family Law Information Centre when needed to provide guidance and emotional support. We provide “two hour free lawyer’s consultation certificates” to women who need such assistance. We are able to provide a referral list of legal aid lawyers in the area but will not refer to a specific lawyer. We also provide information about the Mississauga Legal Clinic to our clients who live in Mississauga.

As we do not have any control over the legal system, we are unable to guarantee any specific legal outcomes. However, it is our goal that our clients feel supported and encouraged as they go through any chosen or required legal process.

## Advocacy

Advocacy generally happens as part of the counselling or transitional support relationship. This takes a variety of forms depending on client needs. It can include being a liaison between the client and other agencies or government offices. It can include consultation with a client’s health professionals. It can include assisting a client to negotiate the sometimes confusing systems that she must access.

The outcomes expected in this process is that the client feels empowered as she follows through with the specific details of her advocacy.

**Psychotherapy Group**

Twice during the year, we offer a 7 session Psychotherapy Group for clients living with specific symptoms. The groups offered include a Trauma Survivors group and an Anxiety / Depression group. Group participants must be attending counselling regularly during their participation in a therapy group. Their counsellor may be at the WCC but may also be at another agency.

## Transitional Support

We provide planning and support for our clients who are undergoing or planning a time of transition. A Transitional Plan is created with each client requesting this support. The Transitional Plan includes the goals that the client sets for herself. The Transitional Support Worker will meet periodically as necessary with the client to assist her in working towards the meeting of her goals. Transition Support can include legal support, advocacy, completion of housing applications, completion of social services applications and a variety of other supports. Referrals are made to other programs / agencies in the community as appropriate.

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# Spiritual Care Program

We believe that the healing process from abuse involves care for body, mind and spirit. This is what is meant by holistic counselling in our mission statement. Because we believe so strongly that spiritual care is as important as other kinds of care, we have on staff a chaplain (pastor) who is a professional trained to walk with other people through their spiritual journey.

All clients will participate in a brief spiritual assessment as part of her intake process. If she requests that Spiritual Care be a formal part of her counselling, we will ensure that a Spiritual Care plan will be developed for her. More details about our Spiritual Care Program are contained in the Spiritual Care Plan document.

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# Program Staff

There are 4 staff members at the Women’s Counselling Centre comprising 3.88 FTE.

They are as follows:

**Major Catherine Skillin – Director Of Counselling Services**

* Bachelor of Arts Degree – Psychology
* Master of Theological Studies – Pastoral Counselling
* Doctor of Psychology
* Registered Psychotherapist - CRPO
* Registered Marriage and Family Therapist
* Approved Supervisor – American Association for Marriage and Family Therapy
* Clinical Fellow – American Association for Marriage and Family Therapy
* Specialist – Pastoral Counselling (CASC)
* Salvation Army Officer (Pastor)
* Experienced in pastoral ministry, addictions, trauma counselling, individual and couple therapy

**Lenore Newell – Family Violence Counsellor**

* Master of Divinity – Counselling
* Clinical Fellow – American Association For Marriage and Family Therapy
* Registered Psychotherapist - CRPO
* Experience in mental health field

**Nokha Dakroub Baig – Family Violence Counsellor**

* Master of Social Work
* Registered Social Worker – Ontario College of Social Workers and Social Service Workers

**Camile Coombs – Transitional Support Worker / Workshop Facilitator**

* Diploma, Assaulted Women and Children Counsellor / Advocate
* Certificate, Constructivist Career Counselling
* Post Diploma Certificate, Advanced Counselling Skills

# Staffing Pattern

The Director and one Family Violence Counsellor are both full time 35 hours per week positions. The second Family Violence Counsellor is a full time employee working 31 hours per week. The Transitional Support Worker position is a 35 hour per week position. This comprises 3.88 FTE total.

Generally the Women’s Counselling Centre is open Monday to Friday – 9:00 am to 4:00 pm. However, there are evening workshops offered throughout the year.

Generally, Counsellors will see their clients between our normal working hours at our office. But they may also occasionally meet clients at off site locations. Counsellors may also occasionally work from home if needed. As a safety precaution, Counsellors will not normally see clients when they are alone in the Women’s Counselling Centre.

# Contractual Agreements

The Women’s Counselling Centre has a contract with The Ministry of Community and Social Services to provide counselling and transitional support to women in Peel Region who have experienced abuse.

The Women’s Counselling Centre has an agreement with Armagh, the only second stage housing program in Mississauga. We provide 6 hours per week of counselling to the residents of Armagh.

# Volunteer Opportunities

We do not have ongoing volunteer opportunities at this centre. However, volunteers are periodically used for administrative support. Volunteers are also occasionally used for assistance at special events and for translation of documents. Volunteers are carefully screened and must sign confidentiality statements. We do have a detailed Volunteer Training Manual to give to new volunteers for information purposes. Volunteers receive orientation that is appropriate to the task that they are volunteering for.

# Student and Intern Placements

We currently take students from three sources:

1. Toronto Institute of Pastoral Education – Master’s level counselling program
2. York University – BSW and MSW Programs
3. Tyndale University College – MDiv Program

The BSW students are utilized in a variety of ways depending on the skill set and learning goals of the students. They are trained to do telephone and face to face intake sessions with clients. They are used in administrative functions. They assist with planning special events. They also assist the Transitional Support Worker with workshop facilitation and other client support.

The Master’s level students are interns in counselling working under the supervision of the Director. They serve as prime counsellor for a caseload of approximately 5-8 clients each. Supervision is provided as needed by the Director.

# Name And Relationship Of Other Agencies In Network To Provide Service

There are a variety of other agencies in our network that provide referrals to our program. They include:

Victim Services of Peel

Family Life Resource Centre

Peel Family Shelter

Public Health Department – Healthy Babies Program

Trillium and Credit Valley Hospitals

Other Salvation Army programs

Armagh second stage housing program

We, in turn, provide referrals to a variety of community agencies which include:

Family Life Resource Centre

Peel Family Shelter

Interim Place

Catholic Family Services

Family Services of Peel

Ontario Works

ODSP

Peel Access to Housing

Community Legal Services

Trillium and Credit Valley Hospitals

Other Salvation Army Programs – primarily Community and Family Services

# Program Budget

The WCC has an annual operating budget of $293,408.41. Detailed budget sheet is available from the Director upon request.

# Discharge Criteria

Our goal is that client discharges are mutually agreed upon. When a client has essentially met her goals or has worked through her clinical concerns, her file will be closed. A client may request the closing of her file for any reason and at any time. If a client moves out of Peel Region, her file will be closed once an appropriate referral within her new community is offered.

A client who repeatedly misses sessions for other than emergency reasons will be asked if she wishes to come for counselling on a regular basis. If she does wish to come, it will be made clear to her that she must come regularly for sessions. Counsellors may use an

informal attendance contract, either verbal or written. Once the client has been told of the requirement for her to keep her regularly scheduled appointments, if she continues to miss appointments, her file will be closed. She will be told that she can return to WCC when she is ready to come regularly for sessions. However, if there is a waiting list at that time, she will have to wait until a space is available to her.

# Follow Up

We do not have a specific follow up plan in place at WCC. However, all terminating clients are told that if they wish to return for more counselling in the future they may do so.

Some clients will continue to participate in our workshop sessions after the completion of their counselling.

Each year, every woman who has been a client during the year is invited to our annual Christmas Party. This provides an informal opportunity for the former client to reconnect with her counsellor again.

# Program Evaluation

Clients who are finishing their counselling or workshop participants at WCC are asked to complete the MCSS Client Satisfaction survey. This can be completed online. We will make a computer available should a client without computer access wish to complete the form online. Clients are given a small Tim Horton’s gift card as a thank you for completing the survey. Every quarter, we do a name draw from the participants who have completed the survey. Two names are drawn and those clients receive a prize gift bag.

Workshop participants whose programs are ending are asked to complete an evaluation form about the specific workshop experience.

Our staff engage in program evaluation periodically during staff meetings. Staff are free to make suggestions and propose new programming according to interest and need.

We are reviewed through the Salvation Army Accreditation process and the program review process. There is opportunity in those processes to evaluate our program

# Process For Improvement Of Programs And Practices

When Clients leave the programs at the WCC, they are asked to complete a Client Satisfaction survey. This can be completed online. At the end of each workshop and group cycle, participants are asked to complete an evaluation form for the group or workshop experience only.

A Client Suggestion / Concern / Complaint form is available to clients from a staff member. There is a process in place to deal with and incorporate where possible client suggestions.

When we receive feedback from clients or workshop participants, all comments and suggestions are all considered seriously. The comments received are reviewed by the Director and discussed with relevant staff members. If the feedback pertains only to one staff member, the Director will speak with that staff member and work out an appropriate response to the feedback. If the feedback is regarding a program, the feedback will be shared with the entire staff in a staff meeting and the staff together will work towards a response to the feedback. We strive to incorporate the suggestions of clients and workshop participants in order to insure that our programs remain effective and relevant.

If a client providing feedback indicates that they would like a response to their feedback, the Director will contact the client once the feedback has been considered and responded to.